

Abdalla Mohyeldin

CONTACT

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KEY SKILLS & EXPERTISE

- Strong knowledge of computer systems, troubleshooting, and process optimization.
- Experienced in managing operational and financial data with precision and confidentiality.
- Skilled in data analysis, validation, and reporting for business process improvement.
- Proficient in CRM platforms, ticketing systems, and enterprise tools used across IT and service operations.
- Proven ability to interpret complex information and maintain accuracy in compliance-driven environments.
- Adept at collaborating with cross-functional teams to streamline processes and resolve system-related issues.
- Excellent organizational, communication, and multitasking abilities developed through client-facing and back-office roles.
- Focused on continuous learning and leveraging technology to drive accuracy, efficiency, and innovation.
- Experienced in video editing, including post-production, transitions, and visual storytelling to enhance digital content.
- Skilled in graphic design, creating engaging visuals, layouts, and marketing materials using tools like Canva and Adobe Creative Suits

EDUCATION

National University Manila | 2020 – 2024

Bachelor Degree of Information Technology

- Gained a solid foundation in computer systems, networking, and database management.
- Developed technical skills in hardware/software troubleshooting and IT support.
- Completed coursework in programming, web development, and system analysis.
- Learned to apply problem-solving and analytical thinking to real-world technical issues.
- Participated in projects involving system implementation and process optimization

CERTIFICATES

Customer Experience Excellence | 2023
The Project Management Institute

Real Estate Salespersons | 2023
PH Center; Real Estate Professionals

Certification of Excellence in IT | 2023
Kalibrr

EXPERIENCE

Bilingual Arabic Customer Support Officer – Outchain Solutions | 2025

- Assisted international clients with account inquiries, platform navigation, and transaction support.
- Provided bilingual customer assistance through chat and email while ensuring clarity and accuracy.
- Verified financial data, processed account updates, and ensured compliance with company policies.
- Collaborated with internal teams to resolve client concerns and improve service efficiency.
- Maintained professionalism and confidentiality while supporting a global financial platform.

Health Insurance Agent – OAMPI, MAKATI | 2024 – 2025

- Assisted U.S.- based clients with insurance inquiries, eligibility verification, and policy information.
- Processed and reviewed member data to ensure accuracy and compliance with company guidelines.
- Supported claims updates, billing concerns, and coverage clarification through multiple systems.
- Maintained confidentiality and data integrity while handling sensitive client information.
- Delivered excellent customer service and met performance targets in a fast-paced environment.

IT Technical Support – Upwork Freelance | 2022

- Provided remote technical support and troubleshooting for clients' computer and network issues.
- Assisted in software installation, system setup, and maintenance for home and small business users.
- Configured basic network connections and ensured stable internet and device performance.
- Managed data backup, file recovery, and system optimization to improve user efficiency.
- Delivered clear communication and timely solutions in a freelance and client-based environment.